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HUMAN RESOURCE ENTERPRISE – UTAH PERFORMANCE MANAGEMENT

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Utah Performance Management is the web site developed for use by all state employees and managers to enter, maintain, and evaluate the performance of employees. It is identified as the statewide performance management system. It has been designed to allow departments, divisions, and teams to identify goals to be achieved by the team. Then each employee in coordination with his/her manager identifies individual goals that fit into and compliment the team / agency goals. In this way there can be an aligned of effort from the bottom up to achieve the goals and mission of the agency. The system will allow for comments by supervisors and employees relative to the work on each goal. This system is also used to evaluate the employee and will integrate with the core employment system to record the rating given to the employee.

The hours of support required for Utah Performance Management are listed below.

Application	Support Hours	Days of Week
Utah Performance Management	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Establish agency and team goals	Establish agency and team goals
Establish Individual Goals	Establish Individual Goals

Establish the performance plan for the employee	Establish the performance plan for the employee
Evaluate performance	Evaluate performance
Establish agency and team goals	Establish agency and team goals

Rates and Billing

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate unless specified in a separate SBA.
Hosting Services	The Department of Technology Services (DTS), Hosting Services product involves the management of servers, storage, and backup/restore services for executive branch agencies within the State.	See Current Hosting Product Description

Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DHRM DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DHRM

DTS Responsibilities

DTS is responsible for:
1. Utilizing DTS methodologies for development and first round testing of changes to the application
2. Being able to customize the deliverable as requested by the customer
3. Maintaining the system per the request of the user within the hourly rate
4. Managing the project for making enhancements
5. Nightly backups
6. Restores as necessary
7. Server administration and management where the system resides
8. Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
9. Internet and network connectivity as needed
10. Define technical requirements for enhancement requests and legislative changes.
11. Provide Project Management
12. Performing back-end database updates to fix bad data causing problems in the application.
13. Evaluate proposed legislation with respect to its impact on DHRM application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.

Agency Responsibilities

The Agency is responsible for:
1. Providing direction and guidance for the scope of the project
2. Following change processes if the scope of the project changes
3. Providing access to needed business resources for information gathering, testing, and sign off

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
Utah Performance Management	24 X 7 365 except for scheduled support and maintenance. DTS will provide support during regularly identified DHRM business hours.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines

Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied